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Contract

## **Video Carephones and Virtual Care Agency**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-029385

Procurement identifier (OCID): ocds-h6vhtk-03ed92

Published 5 October 2023, 12:20pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/asp/Home>

#### **I.4) Type of the contracting authority**

Regional or local authority

#### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Video Carephones and Virtual Care Agency

Reference number

NCCT42731

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Norfolk County has awarded a contract for the following;

- Software and the infrastructure support for 200 Video Carephone devices to be used in the Community (including ongoing support for the existing devices currently being used). The infrastructure support to include the following;
  - o Set up of devices for individual people (and dealing with any returns and recycling of devices)
  - o Training of key stakeholders in the use of the devices
  - o Data and reporting on device usage
- Delivery of a virtual Care agency support (non CQC regulated activity) for up to 100 people initially but with the ability to support more if

demand and devices allow.

### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £349,640

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services
- 72000000 - IT services: consulting, software development, Internet and support
- 32500000 - Telecommunications equipment and supplies

### **II.2.3) Place of performance**

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

### **II.2.4) Description of the procurement**

Norfolk County Council has awarded a contract for the following;

- Software and the infrastructure support for 200 Video Carephone devices to be used in the Community (including ongoing support for the existing devices currently being used). The infrastructure support to include the following;
  - o Set up of devices for individual people (and dealing with any returns and recycling of devices)
  - o Training of key stakeholders in the use of the devices
  - o Data and reporting on device usage
- Delivery of a virtual Care agency support (non CQC regulated activity) for up to 100 people initially but with the ability to support more if demand and devices allow.

### **II.2.5) Award criteria**

Quality criterion - Name: Security requirements ( pass/fail), Digital Inclusion( 10%), Methodology (20%), Monitoring ( 17.5%), Staffing (12.5%) / Weighting: 60%

Price - Weighting: 40%

### **II.2.11) Information about options**

Options: Yes

Description of options

The Council reserves the right to increase the numbers of users of the service and the number of devices required as set out in the procurement documents.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

The value stated in this notice is exclusive of VAT and does not take into account extra devices or virtual care calls the Council is allowed to purchase under this contract.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-022929](#)

## **Section V. Award of contract**

### **Contract No**

NCCT42731

### **Lot No**

1

### **Title**

Video Carephones and Virtual Care Agency

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 September 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Alcove Ltd

CO4 5NE

Colchester

Country

United Kingdom

NUTS code

- UKH34 - Essex Haven Gateway

National registration number

09076735

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £349,640

Total value of the contract/lot: £349,640

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

nplaw

Norfolk County Council, Martineau Lane

Norwich

NR1 2DH

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.